

# Service Support – Problem Management

## DEFINITION

**Problem Management Definition** -. The goal of “Problem Management” is to resolve the root cause of incidents thus minimizing the adverse impact of incidents and problems on business that are caused by errors within the IT infrastructure. Problem Management also strives to prevent recurrence of incidents related to these errors. A `problem' is an unknown underlying cause of one or more incidents, and a `known error' is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified.

## GOALS

- \*Identifying and removing the root causes of potential incidents
- \*Identifying and managing Known Errors
- \*Preventing incidents and problems
- \*To reduce waste of technical and other resources
- \*To ensure that Problems are prioritized by their business impact, business urgency, and technical severity and that the highest priority problems are resolved first

## BENEFITS

- \*Higher availability and less interruption to users by eliminating repeat incidents
- \*Prevention of incidents from spreading across systems or even occurring at all through proactive analysis
- \*Minimization of the consequences of service interruptions
- \*Prevention of Known Errors from elsewhere being introduced into the environment
- \*Better first time fix rate at the Service Desk

## PROCESS ACTIVITIES

### PROBLEM CONTROL

- \*Issues raised and filtered
- \*Potential problem identification
- \*Understand customer pain
- \*Problem recording
- \*Problem classification
- \*Matching symptoms to existing problems and known errors (KE)
- \*Categorization

### ERROR CONTROL

- \*Creating a KE record
- \*Evaluation of changes needed
- \*Initiating an RFC
- \*Record update and closure
- \*Prioritization

## KEY PERFORMANCE INDICATORS

- \*Improved service quality
  - \*Reduction in repeat incidents, improved response
  - \* Number of problems opened and resolved in a month
- \*Minimized impact of problems
  - \*Reduction in time to resolve, provision of trusted workarounds
- \*Reduced cost of problems to users
  - \*Increased number of proactive changes by Problem Management

# ITIL® Service Support – Problem Management

## TOOL REQUIREMENT CONSIDERATIONS

- \*Problem identification and resolution techniques
- \*Provide ability to create, modify, and close problem records either from direct initiation or from one or more Incident tickets and the ability to link problems, changes and incidents
- \*Provide ability for documented workarounds and technical information from incidents to be linked to the problem record
- \*Provide automatic generation of time and date stamping for new problem record, creation, modification and closure.
- \*Provide matching of incidents to problems and known errors
- \*Provide ability to route and assign problem records to pre-defined support staff or groups.
- \*Provide historical data on problems and known errors for use by support staff during the investigation process.
- \*Provide ability for trending incident and change tickets to identify potential problems before they occur.

## POSSIBLE COSTS

- \*Simple cheap measures can be effective
- \*Needs management commitment to work
- \*Mostly staff time and training

## REVIEW DATES

- \*Date Last Reviewed: January 2008
- \*Next Review Date: January 2009

## KEY INTERACTIONS WITH OTHER DOMAINS

- \*Security – Security is a key member on the Problem Management team.
- \*Business Continuity – Business Continuity Management assists with high risk problems that may threaten service continuity.
- \*Knowledge Management – Problem Management processes, procedures and lessons learned should be stored in Knowledge Management database
- \*Problem management provides critical support for all other domains and disciplines

## REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>